THE AR WEB

- Why use the AR Web?
- How to log in
- How to Submit a “Ticket”
- How to Run a Search

ARWeb 4.0 - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://carson-ws2/arweb/arweb.jsp
Go
Links ARWEB Sharepoint AKO ECM NetIQ Tivoli - Support - Information Center IBM Learning Services
Search Web Search Site PageRank Page Info Up Highlight
ARWeb®
Remedy Corporation: ARWeb
Welcome
User Name
Password
Server
Carson-Remedy
Timezone
ARWeb Application Server Timezone
Login
Clear
ARWeb 4.0 (08/25/2000)
http://www.remedy.com/
Local intranet

ARWeb®

Welcome

User Name SnuffySM

Password ********

Server Carson-Remedy

Timezone ARWeb Application Server Timezone

Login Clear

ARWeb 4.0 (08/25/2000)

Welcome to

DOIM HELP DESK
ARWEB

DOIM VISION

"An Organization of information technology excellence, committed to customers, a partner with and a primary force in support 7th ID & Fort Carson's Warfighters."

OUR MISSION

"Provide reliable, responsive service in information resources and information technology to multi-component forces, fully supporting 7th ID & Fort Carson as a Power Projection Platform."

This web interface is just another way to support the Soldiers, Civilians and Families of the Fort Carson Community. We will continually modify this interface to make sure you have the highest quality of support and the latest technology working for you. The interface is designed for the Information Management Officers and the Telephone Control Officers in allowing them to submit Trouble Tickets directly to the DOIM Help Desk

To submit a Trouble Ticket for Local Service Request (LSR), Capability Request (CAPR), Phone Trouble Tickets, Printers, ADPE, and Network issues please click on the submit button below.

SUBMIT

SEARCH

Google Search Web Search Site PageRank Page Info Up Highlight

An error occurred: null

```
java.lang.NullPointerException
        at com.remedy.arweb.WaserverUtil.CRLFReplace(WaserverUtil.java, Compiled Code)
        at com.remedy.arweb.WaserverUtil.encodeHtmlStringInternal(WaserverUtil.java, Compiled Code)
        at com.remedy.arweb.WaserverUtil.encodeHtmlString(WaserverUtil.java, Compiled Code)
        at pagecompile._arweb._useserve3_xjsp._jspService(_useserve3_xjsp.java, Compiled Code)
        at newatlanta.servletexec.JSP10HttpJspPage.service(JSP10HttpJspPage.java, Compiled Code)
        at newatlanta.servletexec.JSP10Servlet.service(JSP10Servlet.java, Compiled Code)
        at javax.servlet.http.HttpServlet.service(HttpServlet.java, Compiled Code)
        at newatlanta.servletexec.ServletExec.processServletRequest(ServletExec.java, Compiled Code)
        at newatlanta.servletexec.ServletExec.processServletAlias(ServletExec.java, Compiled Code)
        at newatlanta.servletexec.ServletExec.ProcessRequest(ServletExec.java, Compiled Code)
        at newatlanta.servletexec.ServletExec.ProcessRequest(ServletExec.java, Compiled Code)
```

Customer Information is for DISPLAY ONLY. Please submit a ticket to update your profile with the correct information if incorrect.

Customer Information

Submitted By
LasherWW

Phone
524-3866

IMO/TCO Email
william.lasher@carson.army.mil

Posit

Region
United States

Site
Fort Carson

Department
DOIM

Reimbursable Customer? No

Orders Expired

TCO Date Expires

IMO Date Expires

POC

Grade	**Last Name**	First Name	**Phone #**	**Bldg.**	Room

Case Details

Urgency
Low

Summary

Details

Equipment

ADPE	Model #	Part #	Serial #

ARWeb

Find HPD:HelpDesk

Help - Logout

Run Search | Clear Screen

Customer Information is for DISPLAY ONLY. Please submit a ticket to update your profile with the correct information if incorrect.

Customer Information

Posit

Submitted By

Region

Reimbursable Customer?

Orders Expired

Phone

Site

TCO Date Expires

IMO/TCO Email

Department

IMO Date Expires

POC

Grade | **Last Name** | First Name | **Phone #** | **Bldg.** | Room

Case Details

Case ID+

Resolution

Status

Summary

Urgency

Details

Equipment

Case Details

Case ID+

Resolution

Status

Summary

Urgency

Details

Equipment

ADPE | Model # | Part # | Serial #

Time Information

Arrival Time

Assigned

Last-modified-by

Resolved

Create Date

Advanced Search Bar

Run Search | Clear Screen | Help on Search Operators.

Number of entries to retrieve: 10 of maximum 100

User LasherWW **Server** Carson-Remedy Help - Logout

Relational Operators in Searches

Relational operators can be especially useful in nontext fields (such as date and time fields) when you want to search for a value within a numeric range.

For example, to search for all requests created after a certain date, use the greater than operator (>) followed by the date and time format. For example, to find all requests entered after April 2, 2000 at 11:59 a.m., enter

```
'Create Date' > "April 2, 2000 11:59"
```

Note: You can override a search style specified by your administrator by using relational operators. For example, you can use an equal sign (=) to search for an *exact* match even if the administrator has specified the search style to be **Anywhere**.

Relational Operators in Forms and in the Advanced Search Bar

You can use the following relational operators anywhere in a form *and* in the advanced search bar.

Operator	Action
<	Matches values that are *less than* the specified value. For example, `'Create Date' < ($TIMESTAMP$ - 86400)` finds all requests created less than 24 hours ago. (The number `86400` is the number of seconds in 24 hours.)
>	Matches values that are *greater than* the specified value. For example, `'Create Date' > "06/10/99 00:00:00"` finds all requests created after midnight on June 10, 1999.
!=	Matches values that are *not equal to* the specified value. For example, `'Status' !="Closed"` finds all requests that are *not* closed.

DOIM Help Desk

- **How to Contact the DOIM Help Desk**

AR Web: https://carson-ws2/arweb/arweb.jsp

Email: ftcarson.helpdesk@carson.army.mil

Phone: 526-2270

Web Site: http://www.carson.army.mil/DOIMhelp/index.htm